

ROCK COUNTY

COST EFFECTIVE STAFFING

STRATEGIES

CHANGES WERE NECESSARY

- Funding cuts in IM/W-2 Contracts
- Reduction in staff effective Jan 1, 2004
- Caseload size and projected increase

STAFF REDUCTION

- ❑ Reduction of ES staff from 51 staff to 45

 - Able to accomplish by unfilled vacancies

- ❑ Reduction of W-2 subcontracted staff from 10 staff to 3

- ❑ Total of 13 positions

REORGANIZATION OF REMAINING STAFF

☐ Deleting Positions

- *2 Resource Specialist Positions

- *1 Child Care Certifier

☐ Creating

- *1 W-2 FEP

- *1 FSET FEP

- *1 Nursing Home Worker

This allowed for more staff who would carry caseloads.

ADDITIONAL RESPONSIBILITIES ALL THE WAY FROM THE TOP

- ES Manager, Lead ES Supervisor, Training Supervisor:
 - Develop New Workshops & Work Skills Curriculum-Previously subcontracted
 - Workshop Facilitation-Previously subcontracted
- ES Supervisors:
 - Monthly QA Reviews for ongoing cases-Previously done by Lead Workers

❑ ES Lead Workers

- Assign a partial caseload
- QA Reviews for New Applications
- Back-up for Child Care Payments

❑ W-2 FEPS

- Rotate in Job Club-Previously subcontracted

❑ Family FEPS & SSPS

- Rotate in Resource Room, Screening & appointment scheduling-Fulfilling the Resource Specialist duties

❑ FEVS

- Assign partial caseload

❑ Child Care Coordinator

- Provider Certification-Previously done by
Child Care Certifier

❑ FSET FEPS

- Assign FPW cases

❑ Nursing Home Workers

- Assign EBD MA cases

❑ Administrative Assistant

- Complete 30/180 Follow-up for W2/FSET
- Back-up EBT Card Issuance

❑ Clerk III

- Primary EBT Card Issuance
- Back-up 30/180 Follow-up for W2/FSET

These duties previously performed by Resource Specialists

❑ Reduced W-2 Subcontract to:

- Work Experience development & placement
- Job Development, placement and retention

BEST PRACTICES

3 MONTH EMPLOYMENT PLANS

Reasons for choosing 3 months

- 6 months was too long
- Ensure frequent meetings with participants
- Allows time to get a good picture of participants progress
- Better able to identify patterns of participation
- Better able to identify additional barriers

INITIAL WORK EXPERIENCE PLACEMENT

Participants in work experience are placed at the Job Center for the first 3 weeks of assignment

- Able to observe first hand participants work behavior
- Complete evaluation form on work performance
- Able to provide next worksite supervisor with work performance information-what to work on
- Constant exposure to onsite employer recruitment

WORK EXPERIENCE-continued

- Works with all Job Center Partners-constant exposure to and focus on employment
- Staff have been able to match participants with current job openings
- Able to determine those that may be ready for unsubsidized employment

Both participants and other worksite supervisor have expressed satisfaction with this process.¹²

WORKSHOPS

- Formed Workshop Workgroup-Rock W-2, Southwest Wisconsin Workforce Development Board, Job Service, Blackhawk Technical College, UW Rock County Extension, Salvation Army
- Employer needs survey reviewed
- Workshop curriculum based on survey
- All new workshops as of January 1, 2004

WORKSHOPS-continued

- For those in CSJ, all workshops are required as part of EP
- Completion time 3 weeks

RESULT

We are providing job seekers with they qualities that employers told us they were looking for.

WORKSHOP ATTENDEDANCE RESULTS

2003

1ST Quarter-474

2nd Quarter-502

Mid Year Total-976

2004

1st Quarter-610

2nd Quarter-650

Mid Year Total-1260

EMPLOYMENT CERTIFICATION PROGRAM PORTFOLIO

All CSJ participants receive a 3-ring binder that they develop into an employment portfolio

Portfolio Includes:

- Activity completion sheet
- Resume
- Certificate of completion of workshop series
- Certificate of completion of computer programs and other work skills
- GED

Participants may take the completed portfolio with them to job interviews. This has been a positive goal for participants to work toward and has been well received.

FEPS ROTATE JOB CLUB

FEPS rotate days in Job Club

- Provide one-on-one assistance with computer skills, work skills, resume development, completing employment applications, practice interviewing, employer research
- Helps maintain connection of FEP to participant activities

Result:

Has increased job seeker participation in Job Club.

DUE DILIGENCE INTERVENTION STRATEGIES

- Developed form to assist FEPS in meeting the criteria prior to closure of a W-2 case.
- Based on a combination of OPS Memo 04-34 and Case Management Intervention Training given by Tony Dzeidzeic
- FEPS will begin using this form this month
- Handout

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